

CHILDREN'S SERVICES POLICY MANUAL**Section:**
SYSTEMS MANAGEMENT**Name of Policy:**
REPORTING OF SERIOUS OCCURRENCE

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APPROVED BY: Director, Children's Services**DATE:**

February 2, 2016

EFFECTIVE DATE: November 6, 2013**LATEST REVISION:**

November 20, 2017

Authority: Niagara Region Children's Services.
Child Care and Early Years Act 2014.
Ontario Child Care & Child and Family Program Service Management and Funding Guideline (2017).

Intent: To ensure system management supports are available as necessary to licensed child care service providers, support agencies and child and family programs and services as required should a serious occurrence occur.

Policy: Licensed Child Care Centres:
Children's Services must be notified of serious occurrences that occur in programs that are funded by Niagara Region Children's Services. Licensed child care centres will complete the serious occurrence notification through the Ministry of Education website. Niagara Region Children's Services will receive notification as the result of the operator of a licensed child care centre completing the documentation and filing the report with the Ministry of Education.

Unlicensed Services; including EarlyON Child & Family Centres:
When a program is funded by Niagara Region Children's Services and not licensed and not required to complete the serious occurrence through the Ministry of Education website, they will submit notification with regard to the serious occurrence to Niagara Region Children's Services within 24 hours of becoming aware of the serious occurrence. The 24 hour window to report a serious occurrence begins as soon as the program supervisor or designate becomes aware of the incident. Niagara Region Children's Service is required to submit to the Ministry of Education reports for serious occurrences (SORS) that take place in child and family programs and services if it falls into any of the categories below:

1. Death of a child
2. Serious injury to a child that requires treatment by a regulated health professional (doctor, nurse, dentist, etc.) and/or a serious injury that involves the police, fire or ambulance/EMS/paramedics.
3. Allegation of abuse and/or neglect of a child.
4. Child is missing (if the child is still missing when the SOR is submitted).
5. High potential for public criticism of the ministry and/or if the situation may lead to questions being asked by the media.

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Procedure: Operators of any service which is funded by Children's Services must file serious occurrence notification and follow policy of Children's Services with regard to notification.

The Children's Services contract manager will determine intervention, and/or supports required to assist the operator, in all cases, regardless of whether an operation is licensed or unlicensed

Children's Services has the right to do any or all of the following:

1. Visit the program to determine any operational issues as a result of the serious occurrence.
2. Work with the Ministry of Education to address issues when the occurrence takes place in a licensed program.
3. Request support to the operator from other agencies as deemed appropriate.
4. Request the service provider to develop a plan of action to mitigate the situation.
5. Withhold the placement of further children in the operation until compliance of the plan is satisfactory (licensed programs).
6. Determine continuance of funding.
7. Determine continuance of a service contract.